Voxeo Fast Facts

- Founded in 1999
- Largest on-demand VoiceXML and CCXML platform provider
  - 72,000 ports across the US and EU
  - Highly scalable, globally distributed
- Pervasive on-premise VoiceXML platform
  - Over 32,000 downloads
  - Thousands of production app deployments
- Expanding in Europe and Asia
  - Acquired Micromethod in August ‘09 (China)
  - Acquired VoiceObjects in December ‘09 (Germany)
  - Datacenters in the UK and EU
- 20 consecutive profitable quarters; 60% year over year growth since 2004
The Prophecy Platform

- A standards based platform for creating telephony applications.
- World’s most compatible and compliant VoiceXML implementation
- World’s most proven CCXML implementation
- Downloads and installs in minutes
- Scales from 2 ports on a laptop to 10’s of thousands of ports in hosting
Many Platforms. Many Choices.

**XML-based Telephony**
- Voxeo CallXML
  - The easiest telephony markup ever devised
- VoiceXML
  - The only 100% compliant browser
- CCXML
  - The world’s most proven CCXML engine

**Tool-based Telephony**
- Voxeo Designer
  - Easy web-based, Visio-like rapid app dev tool
- VoiceObjects
  - Sophisticated service creation environment, personalization, analytics

**API-based Telephony**
- Java Media Control
  - JSR 309
- Java SIP Servlets
  - JSR 116/289

A Voxeo Company
Voxeo Designer

- Web-based Service Creation Tool
  - AJAX Technology
  - Easy to use
  - No download required
- Multi-tenant
- Single-click Application Deployment
- High-performance VoiceXML Rendering Engine
- Real-time Web Services Integration
- Reporting and Analytics Database
VoiceObjects

- VoiceObjects compliments Designer on the tools application layer
- Eclipse based
- Offers high end reporting and application creation features
- Rich internationalization support
- Multi-Channel (IVR, Web, SMS) application support
- Shared application runtime with Designer
Unified Self Service

- VoiceObjects lets you create a single self service application and then deploy on multiple channels.
- Dialog flow and business logic is reused for all channels.
- Multiple UI skins applied to optimize for each channel.
A Consistent User Interface

- Form-Filling: Input of digits, currency values, ...

Mobile Web

IVR (Voice/DTMF)

Text

...Now, please say or type-in your PIN!
Analysis with Infostore and Analyzer

- Out-of-the-box Data Capture by VoiceObjects Server
  - Dimensional Data model optimized for BI analysis
  - Integrates with data from ASR, CTI, and CRM

- Analysis and Reporting
  - Based on standard business intelligence tools
  - 50+ predefined Reports, based on real-time data
  - Extends existing Data Warehouse
  - Includes Customer behavior and business analysis

- Highest Rated Analytics Package in the Market
VoiceObjects Server data capture

- **Customer Behavior Intelligence**
  - Dominant Path Analysis
    - Interactive caller navigation pattern analysis
  - Personalization Statistics
    - Service performance by customer segment
  - Business Tasks
    - Transaction completion rates with detailed failure analysis

- **Application & Grammar Tuning**
  - ASR Performance
    - Speech recognition performance analysis
    - Event counters
    - Confidence levels
  - Utterance Statistics
    - Grammar coverage, Word count stats, DTMF Fallback
  - Utterance Recordings
    - Access to utterance recordings in application context

- **System Usage & Performance**
  - Server Statistics
    - Call concurrency, call duration
    - Technical metrics
    - Session partitioning analysis
  - Session Details
    - Individual call time & duration
    - Aggregated ASR Statistics
    - Reason for call termination
# Grammar Tuning: Utterance Analysis

## VoiceObjects Analyzer

### Utterances by Input State

<table>
<thead>
<tr>
<th>Slot</th>
<th>%</th>
<th>Input Mode</th>
<th>Utterance</th>
<th># Input States</th>
<th>% Input States</th>
<th>Avg Confidence</th>
<th>% at least 1 No Match</th>
</tr>
</thead>
<tbody>
<tr>
<td>sltTMP=MC</td>
<td>45.61</td>
<td>Voice</td>
<td>mastercard</td>
<td>227</td>
<td>11.46%</td>
<td>0.785</td>
<td>16.74%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>a mastercard</td>
<td>192</td>
<td>9.70%</td>
<td>0.792</td>
<td>15.10%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DTMF</td>
<td>2</td>
<td>154</td>
<td>7.78%</td>
<td>1.000</td>
<td>11.69%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>its a mastercard</td>
<td>80</td>
<td>4.04%</td>
<td>0.793</td>
<td>16.25%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>i have a mastercard</td>
<td>75</td>
<td>3.79%</td>
<td>0.787</td>
<td>22.67%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>i got a mastercard</td>
<td>43</td>
<td>2.17%</td>
<td>0.787</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>well i have a mastercard</td>
<td>31</td>
<td>1.57%</td>
<td>0.795</td>
<td>14.25%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>i have a new mastercard</td>
<td>29</td>
<td>1.46%</td>
<td>0.796</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>well mastercard</td>
<td>16</td>
<td>0.81%</td>
<td>0.758</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>well its a mastercard</td>
<td>10</td>
<td>0.51%</td>
<td>0.804</td>
<td></td>
</tr>
<tr>
<td>sltTMP=Visa</td>
<td>34.34</td>
<td>Voice</td>
<td>visa</td>
<td>161</td>
<td>8.13%</td>
<td>0.774</td>
<td>13.66%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>a visa</td>
<td>140</td>
<td>7.07%</td>
<td>0.785</td>
<td>9.29%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DTMF</td>
<td>1</td>
<td>104</td>
<td>5.25%</td>
<td>1.000</td>
<td>17.31%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>its a visa</td>
<td>62</td>
<td>3.13%</td>
<td>0.807</td>
<td>11.29%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>its a new visa</td>
<td>48</td>
<td>2.42%</td>
<td>0.782</td>
<td>10.42%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>i got a visa</td>
<td>43</td>
<td>2.17%</td>
<td>0.779</td>
<td>4.65%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>i have a visa</td>
<td>34</td>
<td>1.72%</td>
<td>0.819</td>
<td>5.88%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>well i have a visa</td>
<td>33</td>
<td>1.67%</td>
<td>0.796</td>
<td>18.18%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voice</td>
<td>i have a new visa</td>
<td>32</td>
<td>1.62%</td>
<td>0.796</td>
<td></td>
</tr>
</tbody>
</table>

- **Grouping by Interpretation ("Slots")**
- **All utterances recognized as “Visa”**
- **5.25% of callers used DTMF input, often triggered by NoMatch events**
- **Full phrases with filling words ("I have", "please")**
Let's see a demo already…